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July 21, 2010

TO: John F. Schunhoff, Ph.D.
Interim Director of Health Services

FROM: Sachi A. Hamai
Executive Officer

SUBJECT: OVERCROWDING PROBLEMS AT OLIVE VIEW-UCLA/LAC+USC
MEDICAL CENTER

At the Board of Supervisors' meeting held July 20, 2010, during the discussion of Agenda Item No. S-1, Supervisor Antonovich instructed you to report back to the Board on the following:

1. How does the Advanced Triage and Emergency Medicine System (ATEMMS) identify patient surges that may result in dangerous levels of overcrowding at Olive View-UCLA Medical center?
2. Does LAC+USC Medical Center aggressively manage inpatient flow and discharge of patients at all times, not just when the Emergency Room (ER) is busy?
3. What specific steps is LAC+USC Medical Center taking to improve patient flow through the ER, such as rapid medical screening exams or triaging to the same day clinic? Provide a detailed report on LAC+USC's ER patient flow activities, including the oversight structure established for this effort.
4. Has there been an assessment, or is there a regular assessment of the many medical/surgery beds occupied by the patients who do not meet the criteria for inpatient admission and what actions, protocols and procedures, as well as oversight, that have been established to address the problem? Provide a quarterly report on denied days which should include the reasons for denial.

Attached is a copy of the transcript to assist you in preparing your report.

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Attachment

c: Each Supervisor